




The Volunteer Reception Center

Managing Volunteers in Disaster



DEFINITION

 **DISASTER:** When the **resources** available are **exceeded**; or an event located in time and space in which a community undergoes severe danger and incurs losses so that the **social structure is disrupted** and the fulfillment of all or some of its **essential functions are prevented**. A disaster situation is comprised of **multiple incident sites**.

WHAT IS A VRC?







VRC stands for Volunteer Reception Center. VRC is a concept, not a location. It is used to manage and organize the unaffiliated volunteers during a disaster.








These volunteers are processed at the VRC to determine their skill-set and then tasked with assignments where their skills can be utilized for the disaster relief effort.

Why a Volunteer Reception Center?





Disasters result in chaos and confusion

-  People want to help, but don't know where or how.
-  People acting “on their own” may find themselves in dangerous situations.
-  Anxious volunteers may overwhelm traditional response organizations.
-  Potential volunteers may get in the way of trained responders.




Purpose of the VRC

-  Provide face-to-face interviews with volunteers.
-  Process and refer volunteers appropriately.
-  Provide identification to volunteers.
-  Provide registration and orientation.
-  Data coordination and record keeping related to the contribution of volunteers.

ACTIVATION OF VRC

-  A Disaster Strikes!!
-  County Emergency Manager determines if there is a need for a VRC following a disaster.
-  Upon activation of VRC, the “Go-Team” is contacted, briefed and deployed to VRC.
-  The County PIO informs the public on VRC activation, location, contact information and hours of operation.

ACTIVATION OF VRC (cont.)

-  Community organizations that are active in disasters will send their volunteer requests to the VRC.
-  These requests can be entered on-line, by phone or fax.
-  VRC remains active as long as the disaster recovery effort requires volunteers.

“Go-Teams”



“Go-Team” – A team of volunteers of county staff that have been formally trained for operating the Volunteer Reception Center.



“Go-Kits” – A container that contains all necessary materials required to operate the VRC, with or without power.



“Go-Teams” must complete VRC training exercise to understand VRC operations and staff station positions.

FIVE STATIONS of VRC



Registration Area (Station 1): Volunteers will complete a Registration Application form and proceed as directed to an Interviewer at Station 2.



Interview Area (Station 2): Interviewer will take your Registration Application, get to know your skills and give you a Referral to an agency needing your help. Runner takes Registration Application to data entry.

FIVE STATIONS of VRC (cont.)



Agency Coordination Area (Station 3):

Coordinator will record and initial your Referral Form so that you will have access to the disaster site. Runner takes Referral Form to data entry.



Identification Card (Station 4): You will receive an ID bracelet that will allow you to enter disaster restricted areas during the day(s) written on your I.D.



Safety Briefing Area (Station 5): You will be given special instructions on safety, security and directions to Referral Site.

VRC JOB LISTINGS

-  VRC Director
-  Data Entry
-  Greeters
-  Host/Hostess
-  Identification Coordinator
-  Interviewer
-  Master Data Coordinator
-  Notifications/Scheduling Team Member
-  Phone Bank Staff
-  Runners
-  Safety Trainer
-  Shift Manager

WALK-THROUGH

Volunteer Reception Center Floor Plan

